

SERVICE TERMS AND CONDITIONS

1. A service request must be submitted in writing to the point of sale where the product was sold, along with proof of purchase.
2. The condition for accepting a complaint (service call) is full payment fees for the delivered goods.
3. In the event of an unjustified service call, the Customer will be charged with service costs complaints incurred by the Manufacturer. The most common reasons for unjustified service calls include:

- use of the product contrary to its intended use or joinery elements from another manufacturer,
 - incorrectly prepared electrical installation,
 - improper connection to the electrical installation.
 - improper operation (manually operated roller blinds - jerks, impacts),
 - the effects of external factors, burglary,
 - design changes and repairs carried out by unauthorized persons,
 - incorrect installation, confirmed by a service technician from FILL Sp. z o. o.,
 - mechanical damage occurring upon receipt of the goods,
 - action of the forces of nature,
 - freezing (avoid sudden pulls and refrain from opening or closing roller blinds or gates, especially when using a motor without an overload function).
 - one-way access from the company's headquarters: 32-640 Zator, ul. Staszica 7 - PLN 3.00 net/km-spare parts, according to the applicable price list - service working time - PLN 170.00 net/for each hour. The assembly cost includes one visit of the assembly team. If it is not possible to complete the installation, the customer bears additional travel and service costs.
- The costs are calculated, among others: based on a report prepared by a service technician from FILL

Sp. z o. o. .

4. Products should be installed by qualified assembly teams in accordance with design, assembly instructions and principles of construction art. Installation should not be limiting **free access to the inspection (service) flap. Electrical installations should be** made by persons with SEP qualifications.
5. If the elements of a roller shutter or gate are installed (guides, inspection flap, box) The customer is obliged, at his own expense, to provide the service technician with free access to repair the roller blind or gate.
6. Overt defects are discrepancies regarding dimensions, divisions, colors and mechanical damage such as scratches, cracks, etc. If obvious defects are found, the Customer who decides to install the defective product loses the right to complain about it and seek repair.

Removal of the defect or repair by replacing the defective product with a defect-free product is not a basis for extending the warranty period.

FILL Sp. z o. o. reserves the right to change the decision regarding the scope of liability for damage distributed to a roller blind or gate, while agreeing to transfer the case to an independent expert or institute agreed between the parties.